

Technology Plan 2009-2014



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**FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE
TECHNOLOGY PLAN
2009-2014 STRATEGIC PLAN**

FTCC GOALS	OBJECTIVES AND ACTIVITIES (INCLUDING TIME FRAMES)	PERFORMANCE EVALUATION MEASURES	RESPONSIBLE UNIT OR PERSON	ADDITIONAL RESOURCES REQUIRED
CONTINUING EDUCATION				
2	2.6. Provide a comprehensive Community Services/ Occupational Extension Program for the community-at-large.			
	2.6.7. Conduct online courses. 2009-2010 (Immediate)	Will continue to offer Education2Go courses and (Career Step) Med-online.	Director of Community Services/Extension Education/ Director of Business Services	
2	2.9. Maintain a divisional management plan.			
	2.9.3. Maintain a data management system with accountability guidelines that subscribe to the established audit trail. 2009-2010 (Immediate)	A data management system that will document compliance with institutional accountability will be maintained.	Registration & Records/ Associate Vice President for Continuing Education	
	2.9.4. Monitor and refine the computer-generated procedures for registration, payroll, travel, and supplies. 2009-2010 (Immediate)	Registration and payroll process will be monitored for refinement.	Associate Vice President for Continuing Education	
	2.11. Provide necessary state-of-the-art equipment for faculty and staff.			
	2.11.1. Replace computers as needed. 2009-2010 (Immediate)	Will replace 100 computers.	Appropriate Director(s)/ Associate Vice President for Continuing Education	\$250,000.00.

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<i>CURRICULUM PROGRAMS</i>				
2	2.1. Provide a Learning Centered Environment leading to student success.			
	2.1.1. Promote active learning to serve students from diverse populations. 2009-2014 (Ongoing) (Assessment Supported) <ul style="list-style-type: none"> - College Connections (Learn & Earn Online, Concurrent , & Huskins) - Distance Learning/Hybrid Class/Web Assisted 	Offerings of distance learning and hybrid classes will be increased.	Curriculum Administration / Division & Department Chairs / Program Coordinators / Faculty / Vice President for Learning Technologies / SST and LC Members	\$ 20,000.00 College Connections
2	2.2. Provide effective student advising system.			
	2.2.1. Enhance Faculty Academic Advising System. 2009-2014 (Ongoing) <ul style="list-style-type: none"> - Incorporate Datatel Changes into the Advising Process. 	Eighty percent (80%) of students will rate the system satisfactory on the Current Student Survey.	Curriculum Administration/Division & Department Chairs/Program Coordinators/Faculty Management Information Services (MIS)/ Registration Committee/ Institutional Effectiveness and Assessment/ Director of Evening Office/ SST and LC Members	\$ 30,000.00

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	2.2.2. Provide faculty access to desktop registration during all registration periods. 2009-2014 (Ongoing)	Access will be provided.	Curriculum Administration/MIS/ Student Services/ Registration Committee	
	2.3. Make changes and incorporate Best Practices to improve admissions and registration process.			
	2.3.1. Change and incorporate Best Practices to improve admissions and registration process. 2009-2014 (Ongoing) - Provide Web-Advisor registration.	Ninety (90%) of the students will rate registration and admission satisfactory on the Current Student Survey.	Curriculum Administration/ Division & Department Chairs/ Program Coordinators/ Registration Committee	
	2.4. Participate in student recruitment and retention.			

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	<p>2.4.1. Collaborate with Cumberland County schools with career technical education programs implementation. 2009-2014 (Ongoing)</p> <ul style="list-style-type: none"> - Academy of Engineering Technology – Westover High School - Academy of Information Technology – Pine Forest High School - Academy of Information Technology – Gray’s Creek High School - Academy of Integrated Systems Technology – Jack Britt High School - Business and Information Technologies - Commercial and Artistic Production Technologies - Construction Technologies - Engineering Technologies - Public Service Technologies - Transport System Technologies - Agricultural and Natural Resources Technologies - College Connections (Learn and Earn Online, concurrent, Huskins) 	<p>Joint meetings and actions taken will be documented.</p> <p>Will participate as requested.</p>	<p>Curriculum Administration/ Division & Department Chairs/ Program Coordinators/ Faculty/ Cumberland County Schools.</p>	<p>\$100,000 Additional qualified faculty for College Connections (Learn & Earn Online, Concurrent and Huskins classes).</p>
	<p>2.4.3. Expand College Connections to include Learn & Earn Online, Concurrent, & Huskins offerings. 2009-2010 (Immediate)</p> <ul style="list-style-type: none"> - 16 week i3D Certified Simulation Modeling Technician Program - Simulation and Gaming Development 	<p>Courses/ Programs will be offered</p>	<p>Curriculum Administration/Division & Department Chairs/ Program Coordinators/ Faculty/Community College Connections Coordinator/College Tech Prep Coordinator</p>	<p>\$20,000 Public Relations funds to support advertising of programs</p>
2	2.6. Allocate resources to support instructional activities.			

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	2.6.1. Provide departmental budget information. 2009-2014 (Ongoing) - Upgrade computer software and related equipment	Budget information will be provided	Curriculum Administration/Division & Department Chairs/ Program Coordinators/ Business and Finance	\$250,000 Computer Lab furniture & printers \$75,000 For computers, software, and related equipment for online faculty Total \$325,000.00
	2.6.2. Implement newly approved programs. 2009-2010 (Immediate) - Simulation and Game Development (A25450)	Program will be implemented.	Curriculum Administration/ Division & Department Chairs/ Program Coordinators/ Faculty/ Business and Finance	\$25,000.00 - \$500,000.00 New programs start up requirements per year plus instructional salaries. (2009-2014)
	2.6.3. Seek funding to upgrade technological capabilities campus-wide. 2008-2013 (Ongoing) - Upgrade faculty computers - Provide cable to all classrooms	Request for funding will be submitted. Funds for equipment will be requested to purchase the top five (5) priority decision packages for each program.	Curriculum Administration / Division & Department Chairs / Program Coordinators / Vice President for Learning Technologies/ Management Information Services (MIS)/ Director of Facility Services	\$200,000.00 Upgrade faculty computers. \$ 4,700.00 To install SLC Cable. Total \$204,700.00
	2.6.5. Compile and submit requests for additional other costs. 2009-2014 (Ongoing)	Request for funding will be submitted.	Curriculum Administration	

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	Advertising & Graphic Design - Adobe Design Premium CS4 – for MAC (Includes: InDesign CS4, and Photoshop CS4 Extended, Illustrator CS4, Flash CS4 Pro & DreamWeaver + Install CD + Maintenance (Assessment Supported))	Request for funding will be submitted.	Curriculum Administration	\$ 15,000.00
	Associate Degree Nursing - Basic Printer (Faculty) for Coordinators (7), 2009-2010 (Immediate) - ECHO 360 Lecture Recording system, 2009-2010 (Immediate) - HP Color LaserJet DN Printer, 2009-2010 (Immediate) - Laptop for A.D.N. Dept., 2009-2010 (Immediate) - META iStan Sim Man (Infant, Ped., Adult), 2009-2010 (Immediate) Assessment Supported	Request for funding will be submitted.	Curriculum Administration	\$ 1,100.00 \$25,000.00 \$ 3,000.00 \$ 3,500.00 \$200,000.00 Total \$232,600.00
	Associate in Fine Arts - Digital Photo Frames w/ Security Wall-Mounted Display Cases (3) - Shure MIC System	Request for funding will be submitted.	Curriculum Administration	\$ 1,200.00 \$ 8,500.00 Total \$ 9,700.00
	Automotive Systems Technology - 7.3 Solus Pro Scanner (Trade-in Program for MT2500) - LCD Projectors – Portable (ATC 137/139) (2)	Request for funding will be submitted.	Curriculum Administration	\$ 3,300.00 \$ 6,000.00 Total \$ 9,000.00

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	Biology - Electrophoresis (5) - Data Video Projector (1) - Document Elmo P30 camera (3)	Request for funding will be submitted.	Curriculum Administration	\$ 25,000.00 \$ 2,500.00 \$ 6,500.00 Total \$ 34,000.00
	Civil Engineering Technology - Pine Portable Gyrotory Mixed Design-Software - Sieves (15) - Sieve Shaker (1) - Topcon ATG1 32X Auto Level W/Case (2) - Tripod & Prism Package (2)	Request for funding will be submitted.	Curriculum Administration	\$ 39,900.00 \$ 2,500.00 \$ 2,500.00 \$ 3,300.00 \$ 1,000.00 Total \$49,200.00
	Computer Labs - Update computer lab printer (11 Networking Printers)	Request for funding will be submitted.	Curriculum Administration	Based on Decision Package.
	Computer Technologies - Comp TIA Education to Careers Alliance - IT Certification Testing Center (Small) - Microsoft IT Academy Program - Simulation and Gaming Development Computer Labs and software	Request for funding will be submitted.	Curriculum Administration.	\$2,000.00 \$15,000.00 \$2,000.00 \$70,000.00 Total \$ 89,000.00
	Criminal Justice Technology - Bluemaxx Digital Latent Evidence Photo System (6) - Equipment for Computer Crime and Fraud Lab - Forensic Laboratory Equipment			\$ 12,800.00 \$ 15,000.00 \$ 18,000.00 Total \$ 45,800.00

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	Dental Hygiene - Dentsply Prophy Het (4, 2009-2010), (4, 2010-2011) (4, 2011-2012) 12 spread over 4 years. - Digital Radiographic Equipment, 2009-2010 (Immediate)	Request for funding will be submitted.	Curriculum Administration	\$ 27,000.00 \$220,000.00 Total \$247,000.00
	Early Childhood Education Center - Computers – ECEC Director and Assistant Director (2) - Computers for workroom (2) - (Infocus LCD Projector (Upstairs) (2)	Request for funding will be submitted.	Curriculum Administration	\$ 4,000.00 \$ 4,000.00 \$ 3,000.00 Total \$11,000.00
	Electrical/Electronics - Computers for PLC Labs	Request for funding will be submitted.	Curriculum Administration	\$15,000.00

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	<p style="text-align: center;">Electronics Engineering Technology</p> <ul style="list-style-type: none"> - Agilent 85032F Kit of Calibrated Connectors - Exlar Simulator 6 Dof Position Platform (Hexapod) - (12) Virtual Reality Head-Mounted Displays (HMD) - Large Screen Flat Panel 65" Display for Simulations - (12) Simulation Joysticks and Gamepads - (12) WebCams (PC Cameras) for Augmented Reality - (4) Simulation Racing/Driving Steering Wheel Consoles - PCs/Graphics Adapters/Speakers/4GB for Simulators - Network Training: 3 PCs+Wireless Networking Devices - Calibrated Dipole/Antenna - Calibrated Log-Periodic Antenna - AC Motor Trainers - (12) Triple-Output Lab Power Supplies - High Current Lab Power Supplies - (25) License Stand Alone MultiSim/Ultiboard Sim Software - Personal Computers, 4G Ram, 256 MB, 	<p>Requests for funding will be submitted.</p>	<p>Curriculum Administration</p>	<p style="text-align: right;">\$ 2,300.00</p> <p style="text-align: right;">\$ 20,000.00</p> <p style="text-align: right;">\$ 15,000.00</p> <p style="text-align: right;">\$ 8,000.00</p> <p style="text-align: right;">\$ 2,400.00</p> <p style="text-align: right;">\$ 1,200.00</p> <p style="text-align: right;">\$ 4,000.00</p> <p style="text-align: right;">\$ 6,000.00</p> <p style="text-align: right;">\$10,000.00</p> <p style="text-align: right;">\$ 4,000.00</p> <p style="text-align: right;">\$ 8,000.00</p> <p style="text-align: right;">\$20,000.00</p> <p style="text-align: right;">\$18,000.00</p> <p style="text-align: right;">\$10,000.00</p> <p style="text-align: right;">\$20,000.00</p> <p style="text-align: right;">\$ 6,000.00</p> <p style="text-align: right;">Total \$ 154,900.00</p>
	<p style="text-align: center;">Emergency Medical Science</p> <ul style="list-style-type: none"> - LifePak or Zoll Defibrillator/Monitor, 2009-2011 (Short-term) 	<p>Request for funding will be submitted.</p>	<p>Curriculum Administration</p>	<p style="text-align: right;">\$30,000.00</p>

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	Horticulture - Dual sound system with instructor's station and amplifier (HEC Room 104 Auditorium) - Nikon D40X Digital Camera	Requests for funding will be submitted.	Curriculum Administration	\$ 1,700.00 \$ 800.00 Total \$ 2,500.00
	Instructional Labs - Classroom Computer Replacement (ATC 111, ATC 122, ATC 213, ATC 233, HTC 242, SLC 216) - Mac Pro's (ATC 133) - MAC Pro Server (ATC 133) - Multimedia Computer Cart Replacement - Projectors (ATC 125, ATC 119, ATC 117, ATC 156, ATC 202, ATC 203, ATC 205, ATC 209, ATC 211, ATC 221, ATC 227, ATC 222, ATC 229)	Requests for funding will be submitted.	Curriculum Administration	\$194,000.00 \$ 6,500.00 \$ 3,700.00 \$ 95,800.00 \$ 43,700.00 Total \$343,700.00
	Machining Technology - HAAS VF-1Mill - Acu-Rite Lathe Digital Readout System (6x20-2axis) - Acu-Rite Lathe Digital Readout System (8x36-2axis) - Acu-Rite Lathe Digital Readout System (10x48-2axis) - Acu-Rite Knee Mill Digital Readout System (14x32x16-3axis)	Requests for funding will be submitted.	Curriculum Administration	\$ 52,000.00 \$ 1,400.00 \$ 1,500.00 \$ 1,750.00 \$ 1,700.00 Total \$ 58,350.00

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	Mathematics - T1-Nspire Graphing Calculators (500) - View Screens (35)	Requests for funding will be submitted.	Curriculum Administration	\$ 75,000.00 \$ 7,500.00 Total \$ 82,500.00
	Medical Office Administration - Electronic Medical Office Software Program	Request for funding will be submitted.	Curriculum Administration	\$10,000.00
	Practical Nursing - LaserJet Network Printer for Suite 169	Request for funding will be submitted.	Curriculum Administration	\$ 1,500.00
	Welding Technology - Portable Data Projector	Request for funding will be submitted.	Curriculum Administration	\$ 3,000.00
2	2.9. Encourage innovative teaching.			
	2.9.1. Enhance delivery systems 2009-2014 Ongoing) - Online Course Review to meet Quality Standards - Campus network drops and computers in classrooms to operate LCD Data Projectors - GoArmyEd - Blackboard (Course Management System) capability upgrade - P.R.I.M.E Lab (Math) - Web-Assisted Hybrid Courses/Online Assessment Supported	System will be enhanced	Curriculum/ Division & Department Chairs/ Program Coordinators/ Faculty	\$15,000.00 For Online Standards Review Team Stipends. \$100,000.00 Total \$115,000.00

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	2.9.2. Integrate technologies into existing courses. 2009-2014 (Ongoing) <ul style="list-style-type: none"> - Ceiling Mounted LCD's in Classrooms (50) - Develop New Educational Hybrid TV Courses - Expand use of Blackboard in traditional courses - FCE -TV to Deliver Marketing for Curriculum Programs - Hybrid Math Courses - Podcasting - Expand i3D to more classes 	Revision of course competencies completed.	Division & Department Chairs/ Program Coordinators/ Faculty	
	2.11. Promote professional development programs.			
	2.11.2. Provide funding for faculty professional development opportunities. 2009-2014 (Ongoing) <ul style="list-style-type: none"> - Computer Technology Proficiency Training - Provide Professional Development Training for Effective Online Teaching (EOT), NCIH, Telecourses, and Blackboard - Provide Professional Development to Support Technical Advances - Provide Training on Web-Advisor - Support Datatel Training - Training to Incorporate I3D Into Instruction 	One hundred percent (100%) of faculty will participate in professional development annually.	Curriculum Administration/ Human Resources Committee/ Human Resource Office/ Student Success Team	\$150,000.00 To support training requirements

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2	2.13. Ensure productivity, fiscal responsibility, and accountability in resource management.			
	2.13.1. Utilize Electronic Submission Process. 2009-2010 (Immediate) <ul style="list-style-type: none"> - Credentials Review & Database S Drop Forms S Equipment Request S Grade Change S Grade Reports S Degree Audit (Web advisor) and Eval (Datatel) - GRS S Other Forms/data S Print Shop Requests S Program Review Results S Report of Absence Forms S Room Assignments / Changes S Supply Requisitions S Ten Percent Rosters S Travel Forms S Part-time Faculty Contracts 	Requests/Recommendations will be submitted.	Curriculum Administration /Institutional Effectiveness & Assessment Office / Business/ Management Information Services (MIS) / Administration Services	
2	2.18. Support public relations and marketing activities that feature equally all populations covered by the Affirmative Action Plan in advertising, promotion, and handbooks.			
	2.18.1 Develop annual curriculum schedule. 2009-2014 (Ongoing) <ul style="list-style-type: none"> - Request assistance from MIS for evaluating and implementing a curriculum scheduling system (R-25 Software) 	Schedule and system will be developed	Curriculum Administration / Division & Department Chairs / Program Coordinators / Management Information Services (MIS)/ Vice President for Institutional Advancement	
LEARNING TECHNOLOGIES				
	2.1. Participate in student retention.			

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	2.1.6. Provide technical support for eArmyU and the military's GoArmyEd (GAE) project. 2009-2014 (Ongoing)	Support will be provided.	Director of Technology Innovations and Applications	
	2.2. Make Learning Technologies materials and services accessible to customers.			
	2.2.4 Design, implement, and produce local television programming for Fayetteville Cumberland Education Television (FCETV). 2009-2010 (Immediate)	Will produce one program series for FCETV.	Director of Media Services	
2	2.3. Promote and provide Learning Technologies support for all instructional programs to augment a learning centered college.			
	2.3.2. Expand resources. 2009-2014 (Ongoing) - Snapshot (Integrated Datatel with Blackboard for automated upload)	Resources will be expanded.	Vice President for Learning Technologies/ Director of Technology Innovations and Applications	

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	<p>2.3.4. Acquire and update Learning Technologies equipment. 2009-2014 (Ongoing) Assessment Supported</p> <ul style="list-style-type: none"> - Expand Video Services for New Buildings on CCTV System. - Update Computers based on the Computer Rotation Plan. 2009-2010 (Immediate) <ul style="list-style-type: none"> Media Services Staff -3 Mac Pro PC's Library (6) – Reference Room Library Staff (6) Team Focus Room (16) - Closed Circuit Surveillance System for Success Center - Network Printer for Student Computers in Success Center - High Definition Television Studio production equipment to include cameras, switcher, monitors, test equipment, digital audio console, VCR's, and converters. - i3D Cave Floor 	<p>Requests for equipment will be submitted.</p>	<p>Vice President for Learning Technologies/ Directors</p>	<p style="text-align: right;">\$ 60,000.00</p> <p style="text-align: right;">\$ 5,000.00</p> <p style="text-align: right;">\$ 7,704.00</p> <p style="text-align: right;">\$ 7,704.00</p> <p style="text-align: right;">\$20,544.00</p> <p style="text-align: right;">\$ 1,500.00</p> <p style="text-align: right;">\$ 1,200.00</p> <p style="text-align: right;">\$325,000.00</p> <p style="text-align: right;">\$ 35,000.00</p> <p style="text-align: right;">Total \$463,652.00</p>

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	2.3.5. Compile and submit requests for additional other costs. 2009-2010 (Immediate) Assessment Supported Media Services - Travel for Video Production - Audiovisual Supplies (Upgrade failing classroom television combo systems.)	Requests will be submitted.	Learning Technologies Directors	\$ 2,000.00 \$ 24,000.00 Total \$26,000.00
	2.3.6. Assist faculty and students as they explore the application of various computer and video technologies to the learning centered college. 2009-2014 (Ongoing) Assessment Supported	One hundred percent (100%) requests will be completed.	Learning Technologies Directors/ Staff	
	2.3.7. Provide support/technical input for the Distance Learning initiative. 2009-2014 (Ongoing) Assessment Supported	Support will be provided.	Learning Technologies Directors/ Staff	
	2.3.8. Maintain student orientation for online classes. 2009-2014 (Ongoing)	Online orientations will be reviewed and revised.	Director of Technology Innovations and Applications/ Webmaster	
	2.3.9. Obtain and manage grant funding for technology support for the College. 2009-2014 (Ongoing) Assessment Supported. - Congressional Scholars - Golden Leaf - NC-NET - North Carolina Business Center (NCMBC) - UNC-Pembroke Distance Education - Virtual Learning Community Technology Support Center - i3D Legislative Grant - BIO Technology Grant	Funding will be obtained.	Vice President for Learning Technologies/ Director of Library Services/ Director of Technology Innovations and Applications	

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2	2.5. Utilize appropriate technologies to provide and improve Learning Technologies operations and services.			
	2.5.1. Expand access to and instruction on electronic databases. 2009-2014 (Ongoing) Assessment Supported	The system will be used at least twenty thousand (20,000) times.	Director of Library Services	
	2.5.2. Provide computer-assisted instruction/assessment in specific disciplines. 2009-2014 (Ongoing) Assessment Supported	Additional Teacher Renewal (Continuing Education) courses will be developed and implemented following research to determine needs. Existing courses reviewed and the, if needed, either revised or deleted.	Director of Success Center	
	2.5.3. Improve media production services by purchasing and implementing. 2009-2014 (Ongoing) <ul style="list-style-type: none"> - High Resolution Photographic Scanner - Master sync/color bar generator - 41" LCD Flat Panel - HD/SD Multi-display Processor - Custom Studio Control Room Furniture - HD Field Monitor - Green Screen Chroma Key Device 	New technologies will be acquired.	Director of Media Services/ Director of Management Information Services (MIS)	\$ 3,000.00 \$ 6,000.00 \$ 1,500.00 \$ 10,000.00 \$ 18,000.00 \$ 1,500.00 \$ 4,000.00 Total \$ 44,000.00
	2.5.4. Implement a Smart Card System for Media Services, Success Center, and Library to access materials and checkouts. 2009-2011 (Short-term)	New ID card system will be integrated with Learning Technologies services and campus student ID card system.	Learning Technologies Staff	\$ 15,000.00

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	2.5.5 Develop appropriate web-based forms for the College. 2009-2014 (Ongoing)	Web forms will be created.	Director of Technology Innovations and Applications	
	2.7.2. Employ Learning Technologies Personnel.			
	2.7.2. Recommend employment of: <u>Distance Learning</u> <ul style="list-style-type: none"> - Associate Vice President for Economic Development and Emerging Technologies, 2009-2010 (Immediate) - Distance Learning Lab Technician, 2009-2010 (Immediate) 	Positions will be filled.	Vice President for Learning Technologies	\$ 70,000.00 \$ 29,975.00
2	2.8. Promote staff development programs.			
	2.8.2 Provide for staff development opportunities. 2009-2014 (Ongoing) <ul style="list-style-type: none"> - Blackboard Training - Contribute - Elluminate Live - Web Design - Learning Objects Repository (LOR) - North Carolina Distance Learning Alliance Conference - North Carolina Community College Association of Distance Learning (NC3ADL) - NC Live - Report2Web - SIRSI System (Unicorn ACADEME) - Software Applications 	One hundred percent (100%) of Learning Technologies staff will participate in staff professional development annually.	Vice President for Learning Technologies / Directors	

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	<p>2.8.3. Provide instruction and training to faculty and staff on the application of technology. 2009-2014 (Ongoing)</p> <ul style="list-style-type: none"> - Contribute - Maximizing Blackboard - Electronic Filing System - Use of Multi-media Carts and Display Systems - Course Outline/Syllabus - Macro Media Products - NCLive Training - Web Advisor - Blackboard Community System - Blackboard Training for Online Instructors - Interactive 3D (i3D) Tutorial - Learning Objects Respository (LOR) - Report to Web - Elluminate - Virtual Learning Objects Respository (VLOR) - Second Life 	<p>Training will be conducted. Will develop and implement online professional development course focusing on the use of technology for North Carolina Community Colleges faculty and staff in accordance with the North Carolina -Network for Excellence in Teaching (NC-NET).</p> <p>Provide Blackboard training for instructors will be provided.</p> <p>Training for staff/departments requesting support for dedicated web areas will be provided.</p> <p>Success Center capabilities will be expanded by adding staff and developing a facility to provide and encourage professional development college-wide.</p>	<p>Learning Technologies Directors/ Staff</p>	<p>\$ 1,000.00 (Macro Media)</p>
	<p>2.12. Assess facility needs and set priorities for remodeled and reassigned areas.</p>			
	<p>2.12.3. Media Services will use the "Classroom Instructional Technology Construction Guidelines" developed in cooperation with North Carolina State University to evaluate the media technology in each classroom and make changes and upgrades to classrooms as necessary. 2009-2014 (Ongoing) Assessment Supported</p>	<p>Recommendations for facilities needs will be reviewed and submitted.</p>	<p>Director of Media Services / Media Services Staff</p>	<p>\$100,000.00</p>

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2	2.14. Support public relations and marketing activities which feature equally all populations covered by the Affirmative Action Plan in advertising, promotion, and handbooks.			
	2.14.2. Manage college website and assist departments as required. 2009-2014 (Ongoing) Assessment Supported	One hundred percent (100%) of requests will be supported.	Learning Technologies Directors/Staff	
2	2.15. Monitor quality of services and resources.			
	2.15.2. Develop a divisional assessment plan to be incorporated into the SACS Re-accreditation Comprehensive Assessment Plan. 2009-2010 (Immediate) Assessment Supported	Assessment Plan will be developed.	Vice President for Learning Technologies/ Directors	
	2.15.3. Identify improvements in services and resources of the Learning Technologies Assessment Accreditation Team Report and staff recommendations. 2009-2014 (Ongoing) - Use student satisfaction surveys to improve support services for distance learning initiatives.	Recommended improvements will be reviewed and then implemented as needed and/or feasible.	Learning Technologies Staff	
STUDENT SERVICES				
1	1.1. Implement changes to improve efficiency of enrollment management.			
	1.1.1.2 Expand use of scanning equipment to be used with the College Information system (CIS) for scanning student documents. (2009-2011) Short-Term	Scanning operation will be initiated.	Associate Vice President for Student Services/ Dean of Enrollment Management/ Director of Admissions	Training time and reassessment of equipment needs

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	1.1.1.2.3 Purchase four industrial grade scanners. 2009-2013 (Long-term)	Equipment will be acquired.	Associate Vice President for Student Services/ Dean of Enrollment Management	(2) Scanners (2009-2010) \$7,942.00 (2) Scanners (2011-2013) \$7,942.00 Total \$ 15,884.00
	1.1.1.2.6 Implement DocuFill process to electronically transfer documents for student file processing. (2009-2010)	Process will be initiated.	Associate Vice President for Student Services/ Director of Management Information Services (MIS)/ Dean of Enrollment Management	Approx. \$ 25,000.00
	1.1.1.2.7. Support the establishment of one pilot operational advising center for the College Transfer and AGE curricula. 2009-2014 (Ongoing.)	Advising Center will be expanded	Associate Vice President for Curriculum Programs/ Dean of Enrollment Management	
	1.1.1.2.9. Support the establishment of an online advising module.	Distance Education Advising Center will be established.	Associate Vice President for Student Services/ Associate Vice President for Curriculum Programs	
	1.1.6.6. Evaluate and update GoArmyEd processes.	Staff reports will be reviewed.	Dean of Enrollment Management/ Registrar-Curriculum	
	1.1.8.1.3. Enhance online registration. 2009-2012 (Short-term) Assessment Supported	Enhancements will be implemented.	Associate Vice President for Student Services/ Dean of Enrollment Management/ Registrar-Curriculum	
	1.1.9.2. Purchase laptop computers for recruiters and college Connections. 2009-2010 (Immediate)	Funding will be requested.	Associate Vice President for Student Services/ Dean of Enrollment Management	\$ 4,800.00 Laptops (2)

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	1.1.9.2.1 Expand accessibility of mobile Internet connectivity for media.	Funding will be requested.	Associate Vice President for Student Services/ Dean of Enrollment Management	
	1.1.12. Provide transcript evaluation and academic placement services for non-traditional/Distance Learning students. 2009-2014 (Ongoing)	Staff reports and Online Student Evaluations will be utilized.	Staff	
	1.1.12.2. Expand online counseling service – transcript evaluations, program planning, etc. 2009-2014 (Ongoing))	Project will be evaluated.	Director of Counseling Services	
	1.1.12.2.1. Hire a full-time online counselor. 2009-2012 (Short-Term)	Funding of position will be requested.	Associate Vice President for Student Services/ Director of Counseling Services	\$ 53,558.00
	1.2.4 Increase career development activities by 5%. 2009-2014 (Ongoing)	Staff reports will be reviewed.	Director of Counseling Services/ Career Center Supervisor	
	1.2.4.4 Implement computerized Intake Tracking or Career Center to be incorporated with CIS. 2009-2012 (Short-term)	Process will be implemented.	Director of Counseling Services/ Career Center Supervisor	
	1.2.8. Meet the needs of the Distance Learning population. 2009-2014 (ongoing)	Staff reports will be reviewed.	Associate Vice President for Student Services / Staff	
	1.2.8.1. Web page upgrades and expansion. 2009-2014 (Ongoing)	Staff reports will be reviewed.	Associate Vice President for Student Services/ Staff	
	1.2.8.2. Increase Online Counseling Activities. 2009-2014 (Ongoing) (See Reference 1.2.11. for more information.) Assessment Supported	Student evaluations will be utilized.	Student Services Staff	
	1.2.8.3. Imitate Online Student Orientation Activities 2009-2014 (Ongoing)	Online orientation process will be implemented.	Director of Student Activities	
	1.2.8.4. Increase services offered to Special Populations Distance Learning Students. 2009-2014 (Ongoing)	Staff reports will be reviewed.	Special Populations Counselor	

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	1.2.8.5. Enhance services to military personnel – GoArmyEd (GAE) online programs. 2009-2014 (Ongoing)	Staff reports and enrollment data will be reviewed.	Associate Vice President for Student Services/ Dean of Enrollment Management / Registrar -Curriculum	
	1.2.8.6. Promote Web-Advisor registration.	Student use will increase.	Associate Vice President for Student Services	
	1.2.8.7. Develop a customer service process for Distance Learning students. 2009-2014 (Ongoing)	Process will be implemented.	Associate Vice President for Student Services	
	1.2.8.8. Establish a campus 24-hour portal to consolidate all student on-line functions. 2009-2014 (Ongoing)	Process will be implemented.	Associate Vice President for Student Services	
	1.2.10. Develop strategies to enhance positive customer relations. 2009-2014 (Ongoing)	Customer Service and Committee Reports will be reviewed.	Associate Vice President for Student Services	
	1.2.10.3 Implement Virtual Counselor concept. 2009-2014 (Ongoing)	Process will be implemented.	Director of Counseling Services	
	1.3 Provide support services essential to foster student success.			
	1.3.1.1 Maintain Financial Aid availability from 8 hour to 24-hour services by use of Web Advisor. 2009-2014 (Ongoing) Assessment Supported	Full implementation of Datatel system Staff reports	Associate Vice President for Student Services/ Director of Student Financial Aid Services	
	1.3.3. Expand financial aid counseling. 2009-2014 (Ongoing)	Staff reports will be reviewed.	Associate Vice President for Student Services/ Director of Student Financial Aid Services	
	1.3.3.2. Continue to develop strategies for streamlining process for asynchronous learners. 2009-2014 (Ongoing)	Staff report will be reviewed.	Student Services Staff	

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	1.3.3.2.1 Continue to review use of online documents, e-mail notifications, and department e-mail address. 2009-2014 (Ongoing)	Eighty percent (80%) of students surveyed will evaluate process at level of satisfactory or above.	Student Services Staff	
	1.5.2. Enhance and maintain activities for off-campus, distance learning, and evening students. 2009-2014 (Ongoing)	Staff reports will be reviewed.	Student Activities Director	
	1.5.2.1. Evaluate and improve processes and increase efficiency of student services in the support of distance learners and evening students. 2009-2014(Ongoing)	Staff reports will be reviewed.	Associate Vice President for Student Services	
	1.7. Provide necessary updated computer training to all personnel.			
	1.7.1. Provide training for changes and additions in systems software applications. 2009-2014 (Ongoing)	System will be utilized.	Associate Vice President for Student Services/ Staff	
	1.7.1.1. Continue to offer training to Student Services staff in available software. 2009-2014 (Ongoing)	Training will be offered.	Associate Vice President for Student Services/ Staff	
	1.7.1.2. Continue to provide Datatel training for curriculum staff. 2009-2014 (Ongoing)	Training will be provided.	Student Services Staff	
	1.7.1.3. Continue evaluation of Web Advisor. 2009-2014 (Ongoing) Assessment Supported	Web Advisor will continue to be evaluated.	Student Services Staff	
	1.8. Provide fiscal responsibility through effective management practices.			
	1.8.1. Review and maintain compliance with the FTCC computer software policies and procedures. 2009-2014 (Ongoing)	Staff reports will be reviewed.	Associate Vice President for Student Services	
	1.8.4. Expand and utilize computer network capabilities. 2009-2014 (Ongoing)	System will be expanded/utilized.	Student Services Staff	

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	1.8.5 Expand and utilize Datatel capabilities. 2009-2014 (Ongoing) Assessment Supported	System will be expanded/utilized.	Associate Vice President for Student Services / Director of Admissions/ Dean of Enrollment Management	
	1.13. Support institutional efforts to expand computer services to meet current and future needs.			
	1.13.1 Assess computer hardware and software needs and make appropriate recommendations through the Vice President for Academic and Student Services. 2009-2014 (Ongoing)	Needs will be assessed and recommendations submitted.	Associate Vice President for Student Services	
	1.13.2. Facilitate four-year replacement process for computers. 2009-2014 (Ongoing)	Process will be reviewed annually.	Associate Vice President for Student Services/ Staff	Replacement of 23 computers (2009-2010) \$ 28,000.00
	1.13.4 Acquire/upgrade computer augmentation devices for testing and American Sign Language (ASL) communication. 2009-2014 (Ongoing)	Funding will be requested for devices.	Associate Vice President for Student Services / Director of Counseling Services / Director of Admissions	
1	1.15. Promote the College through marketing and public relations activities.			
	1.15.3. Update materials and methods designed to promote Student Services. 2009-2014 (Ongoing)	Materials will be updated.	Student Services Staff	
	1.15.3.1 Utilize Blackboard announcements to disseminate information to distance learning students. 2009-2014 (Ongoing)	Announcements will be broadcasted using Blackboard.	Associate Vice President for Student Services / Staff	
	1.15.3.3 Implement Internet portal (Web Advisor) to support prospective student communication. 2009-2014 (Ongoing)	Project will be implemented.	Associate Vice President for Student Services / Vice President for Learning Technologies / Staff	

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	1.15.7. Utilize the cable Community Access Channel to disseminate public relations information. 2008-2013 (Ongoing)	Staff reports of utilization will be reviewed.	Staff / Vice President for Institutional Advancement	
	1.18.5. Support the development and maintenance of services at Fort Bragg in accordance with the current Memoranda of Understanding (MOU). 2008-2013 (Ongoing)	Staff reports will be utilized. (Ref. To 1.1.13., 1.1.14., 1.2.9.5.)	Associate Vice President for Student Services / Associate Vice President for Off-Campus Programs / Staff	
ADMINISTRATIVE SERVICES				
5	5.2. Provide facilities to meet the expanding instructional and support needs of the College			
	5.2.6 Data Entry and Implementation of Datatel Computerized Work Order & Inventory Control System. 2008-2014 (Ongoing) Assessment Supported	Efficiency in providing services.	Director of Facility Services/ Plant Operations Facilitator/ Senior Secretary	
	5.2.13 PC Replacements for Facility Services Cost Centers 2009-2010 (Immediate)	Will seek funding.	Director of Facility Services/ Plant Operations Staff	\$5,000.00
	5.2.22. Electronic Lock-up Fits (Card Access) Phase II. 2009-2010 (Immediate)	Will seek funding.	Plant Operation's Facilitator/ Director of Facility Services/ Director of Public Safety and Security	\$105,000.00
	5.4. To provide a safe and secure academic and work environment.			
	5.4.2. Implement video surveillance system for all campus buildings that terminates at Security Operations Center. 2009-2012 (Short-Term)	Implementation will be completed by August 2009.	Vice President for Administrative Services/ Director of Public Safety and Security/ Director of Facility Services	

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	5.4.3. Design alarm system for all campus buildings that terminates at Security Operations Center in the renovated Service Merchandise Building. 2009-2012 (Short-Term)	Process will be monitored.	Vice President for Administrative Services/ Director of Public Safety and Security/ Director of Facility Services	\$400,000.00
	5.4.4. Design a radio communication tower for inter-operable radio communications. 2009-2010 (Immediate)	Communications on/off campus will be improved.	Vice President for Administrative Services/ Director of Public Safety and Security	\$ 55,000.00
	5.4.7 Fire Alarm System for off-site campuses (SLC and HEC) that terminates at the Security Operations Center in Student Services. 2009-2012 (Short-term)	Safety will be improved.	Vice President for Administrative Services/ Director of Public Safety and Security/ Director of Facility Services	\$400,000.00
	5.4.21 To maintain appropriate software and technological equipment, including office automation equipment, to meet the Public Safety and Security operations. (2009-2014 (Ongoing))	Will submit Equipment Decision Package and seek approval of funding.	Director of Public Safety and Security	\$1,600.00 X 5 for purchase of 5 computers. Total \$8,000.00
MANAGEMENT INFORMATION SERVICES				
4	4.1. Manage and maintain the College's complex network infrastructure information systems and data processing activities in support of the College's technology requirements.	Support Services and Internal Audit will be utilized.	MIS	\$117,617.55
	4.1.1. Management of Network Services	Support Services and Internal Audit will be utilized.	MIS	

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	<p>4.1.1.1 Maintain and expand campus network services as required. 2009-2014 (Ongoing)</p> <ul style="list-style-type: none"> - Wireless connectivity Phase II: Expand wireless to provide additional access points within campus buildings. (2009-2010) - Wireless connectivity Phase III: expand wireless to Spring Lake Campus and Horticulture Educational Center. (2009-2010) - Network wired, wireless and dual link connectivity to former Service Merchandise Building. (2010-2011) - Network wired and wireless connectivity for Western Campus. (2010-2014) 	<p>IT Audit and State Audits will be utilized.</p>	<p>Network Administrator/ MIS/ Facility Services</p>	<p>Cost unknown and pending.</p>

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	<p>4.1.1.2. Manage network (wired and wireless) hardware and software to maintain continuous connectivity of the network. Monitor network activity for optimal performance and intrusions. 2009-2010 (Immediate) Assessment Supported</p> <ul style="list-style-type: none"> - Implement tools (hardware and software) necessary to monitor, detect, and mitigate network intrusions, viruses, spam. - Maintain existing firewall environment and current hardware/software levels as defined by industry standards. 	Actions will be monitored.	MIS/ Facility Services	<p>\$ 65,300.00 Ant-virus license renewal support.</p>
	<p>4.1.1.3. Maintain PCI compliance. 2009-2014 (Ongoing)</p> <ul style="list-style-type: none"> - Penetration and vulnerability scanning - Determine hardware and software needs - Update network diagram 	Will seek budget funding.	MIS/ Office of Business & Finance	<p>\$65,121.00 (Equip. & Cont.Svcs)</p> <p>\$23,000.00 (2010-2011-Qtrly & Annual testing, consulting)</p> <p>\$23,000.00 (2011-2012- Qtrly & Annual testing, consulting)</p> <p>Total 111,121.00</p>

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	<p>4.1.1.4. Create additional fiber links between campus buildings to provide network redundancy. (2008-2009)</p> <p>- Provide network redundancy- Tony Rand Student Center.</p>	Will seek budget funding.	MIS/ Facility Services	\$60,000.00 (cost based on previous fiber link installation 2008)
	<p>4.1.1.5. Annually review existing server equipment and network appliances to determine upgrade and/or replacement requirements. (2009-2014).</p> <p>- Replace Nortel 450 switches – 10/per year at approximately \$2,000 each for 2 years replacing with Nortel 470 or most current version of switch.</p>	Will seek budget funding.	MIS/ Office of Business and Finance/ Vice President for Administrative Services	\$22,392.00 (10) (2009-2010) \$22,392.00 (10) (2010-2011)
	<p>4.1.1.6. Maintain and manage the existing Novell, Groupwise and Windows server environments (hardware and software) to ensure that they are performing efficiently and securely and at vendor specified levels.</p> <p>- Determine requirements to implement Microsoft Windows Active Directory/LDAP environment. (2009-2014).</p>	Will seek budget funding.	MIS	\$92,827.00 (\$37,827.00 -equip & \$55,000.00 - Software-Microsoft Campus Agreement)

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	4.1.1.7 Enhance e-mail lists, and list servers. - Identify and implement the hardware and software necessary to create a list serve environment to satisfy specific groups and interests	Will work toward best solution.	MIS/ Student Services/ Academic and Student Services/ Administrative Services/ Office of Business and Finance	None
4	4.1.1.8. Planning phase and implementation for remote computing solution. (2009-2012).	Will work toward best solution.	MIS/ Academic & Student Services/ Vice President for Learning Technologies/ Vice President for Administrative Services/ Vice President of Business and Finance	
	4.1.2. Management of Administrative System.	Support Services Survey & Internal Audit will be utilized.	MIS/ Institutional Effectiveness & Assessment	

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	<p>4.1.2.1. Manage hardware and software associated with the computer system designated to support all College Information Systems (CIS) administrative processing and functions. Assessment Supported</p> <ul style="list-style-type: none"> - Full time position, One (1) Immediate (2009-2010) - Support additional administrative processing - And functions, Web Advisor, E-Commerce, - E-procurement, R25, QAS, document imaging, Informer Web Reporting (2009-2010). - Perform system administration functions necessary to ensure a secure environment on the CIS administrative systems, create and maintain user Accounts and access, etc. (2009-2014) 	<p>Will monitor process</p> <p>Guidelines in the Employment and Affirmative Action Manual will be followed.</p> <p>IT Audits and State Audits will be utilized.</p>	<p>MIS/ NCCCS</p> <p>Director of Management Information Services (MIS)/ Systems Administrator/ Office of Business and Finance/ Vice President for Administrative Services</p>	<p>\$41,603.00 (1) to include benefits, Systems Administrator Technician (2009-2010)</p> <p>\$2,854.00 (office furniture- Training & work space)</p>
	<p>4.1.2.2 Evaluate all hardware and software annually to identify upgrade and replacement requirements in response to anticipated growth and demand. Evaluate all hardware and software annually to identify all components that are at or near Technology end of life.</p> <ul style="list-style-type: none"> - Replace outdated Network Attached Storage device (NAS). - Expand existing ESX virtual machine environment to provide redundancy. - Upgrade existing Datatel server capability to meet increased demand. 	<p>Will seek Budget funding.</p>	<p>Systems Administrator/ Director of Management Information Services (MIS)/ Vice President for Administrative Services/ Vice President for Business and finance</p>	<p>\$151,412.00 (\$137,652.00 - Equip) (\$13,760.00- Cont.Svc)</p>

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	<p>4.1.2.3. Identify, implement, and test redundancy, mitigation, and recovery strategies in conjunction with the College's overall COOP Project as it applies to the delivery of administrative computing and software development. 2009-2014 (Ongoing)</p> <p>- Annual fail over equipment test for COOP/disaster recovery plan.</p>	IT Audits and State Audits will be utilized.	MIS/ COOP Committees	
	4.1.2.3. Perform system administration functions necessary to insure a secure environment on the CIS administrative systems, create and maintain user accounts and access, etc.	IT Audits and State Audits will be utilized.	MIS	
	4.1.2.4. Install, test, and implement all operating and application software provided by Datatel/ ACS, SUN, and third party vendors necessary to keep CIS system at required operating levels.	Will work toward best solution.	MIS/ NCCCS	
	4.1.2.5. Implement the Datatel Web UI browser secure clients to all Datatel users.	Will work toward best solution.	MIS	
	4.1.2.6 Expand document imaging solution to full implementation as required. 2009-2014 (Ongoing)	Will work toward best solution.	MIS/ Financial Aid/ Admissions/ Student Services/ Office of Business & Finance/ Human Resources	
	4.1.3 Management of Applications Development.	Support Services Survey & Internal Audit will be utilized.	MIS/ Institutional Effectiveness & Assessment	

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	4.1.3.1 Develop and implement in-house software development modification procedures and guidelines. 2009-2014 (Ongoing)	Will working toward best solution.	MIS	None
	4.1.3.2. Maintain programming language standards for all new software development and modifications to include naming conventions, software interfaces, delivery and deployment. 2009-2014 (Ongoing)	Maintenance and upgrades will be ongoing.	MIS	
	4.1.3.3. Refine procedures for the enhancement of Datatel files, dictionaries, sub-routines, and programs. 2009-2014 (Ongoing)	Will work toward best solution.	MIS	
4	4.1.3.4. Evaluate applications already developed against new standards and procedures. Modify as required (Health Evaluation, Registration user interface). 2009-2014 (Ongoing)	Evaluation will be ongoing.	MIS	

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	<p>4.1.3.5. Design, develop, test and implement the following software projects. 2009-2014 (Ongoing)</p> <ul style="list-style-type: none"> - Huskins Web Application - Course Equivalency Web Application - Student/Employer Web Application - Black Board/ Snapshot Uploads - Rewrite Contract Printing Application - Implement departmental SQL server - Implement departmental web Server - Name and address change accounting - Registration support 	<p>Software will be designed, developed, tested, and implemented.</p>	<p>Director of Management Information Services (MIS)/ Applications Development Manager</p> <p>Academic and Student Services/ Administrative Services/ Office of Business and Finance/ Vice President for Learning Technologies</p>	
	<p>4.1.3.6. Staff/Faculty support for Datatel. 2009-2010 (Immediate)</p> <ul style="list-style-type: none"> - Develop, implement computed columns - Create specialized queries - Assist with Rule Creation - Handle data retrieval requests 	<p>Will work toward best solution.</p>	<p>MIS/ Academic and Student Services/ Administrative Services</p>	
	<p>4.1.3.8. Provide support with required information for College's reaffirmation (SACS). 2009-2011 (Short-term)</p> <ul style="list-style-type: none"> - Design, develop and implement application Software requests. - Design, develop and implement web applications Software. - Maintain SACS applications. 	<p>The development of techniques for achieving re-accreditation will be ongoing.</p>	<p>MIS/ SACS Leadership Team</p>	
	<p>4.1.3.9. Implement degree audit in conjunction with NCCCS time tables as software becomes available.</p>	<p>Will work toward finding the best software solution.</p>	<p>MIS / Student Services</p>	

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4	4.2. Management of Support Services.	Support Services Survey & Internal audit will be utilized.	MIS/ Institutional Effectiveness & Assessment	
	4.2.1. Provide help desk support to faculty, staff and students of approved software Apps, and hardware environment. (Assessment Supported) - Full-time positions, 1 position- Immediate (2009-2010), 2 positions (2010-2011).	Guidelines in the Employment and Affirmative Action Manual will be followed.	Director of Management Information Services (MIS)/ MIS Support Manager/ Vice President for Administrative Services/ Vice President for Business and Finance	Three (3) Computer Support Technicians (\$32,279.00 (1) position (2009-2010) (\$32,279.00 x 2) (2010-2011) Total \$96,837.00 (includes benefits)
	4.2.2 Annually review existing campus computer operating systems to determine need to upgrade. 2009-2014 (Ongoing)	Maintenance and upgrades will be continuous.	MIS Support Manager/ Director of Management Information Services (MIS)	
	4.2.3 Provide technical support to users to assist in determining hardware and software needs. - Implement migration to Microsoft Office 2007 in administrative/staff areas. 2009-2010 (Immediate) - Install, upgrade and service all administrative computer equipment. 2009-2014 (Ongoing) - Install and service all academic computer equipment. 2009-2014 (Ongoing)	Will work toward best solution.	MIS/ All departments on and off-site campus locations.	*(See Additional Resources 4.1.1.6- \$55,000- Microsoft Campus Agreement)

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	4.2.4 Expand the MIS intranet web presence. (2008-2009) - Design and implement an Intranet Web site for MIS that can be used to support users with FAQ's, How To's, Forms and other technical information.	IT Audits and State Audits will be utilized.	MIS	
	4.2.5. Provide customer training to staff and faculty.	Professional Development Training will be provided.	MIS Support Services	
4	4.3. Maintain the College IT Standards, guidelines, policies in conjunction with NCCCS/IIPS.	IT Audits will be utilized.	MIS/ NCCCS	
	4.3.1. Maintain the general security standards in conjunction with NCCCS/IIPS.	A secure environment in which to function will be maintained.	MIS/ NCCCS	
	4.1.3.1. Information Asset Protection standard	A secure environment in which to function will be maintained.	MIS/ NCCCS	
	4.1.3.2. Information Technology Risk Management Standard	A secure environment in which to function will be maintained.	MIS/ NCCCS	
	4.1.3.3. Data Handling Standard	A secure environment in which to function will be maintained.	MIS/ NCCCS	
	4.1.3.4. Identification and Authentication of Individual User	A secure environment in which to function will be maintained.	MIS/ NCCCS	
	4.1.3.5. Incident Management Standard.	A secure environment in which to function will be maintained.	MIS / NCCCS	
	4.1.3.6. Confidential Information Technology Security Records Standard.	A secure environment in which to function will be maintained.	MIS/ NCCCS	
	4.1.3.7. Operating System Manual.	A secure environment in which to function will be maintained.	MIS/ NCCCS	
	4.3.2. Develop, implement and maintain network security standards in conjunction with NCCCS/IIPs.	IT Audits will be utilized.	MIS/ NCCCS	

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	4.3.2.2. Identification and authentication using ids and passwords.	A secure environment in which to function will be maintained.	MIS/ NCCCS	
	4.3.2.4. Network Security Standard	A secure environment in which to function will be maintained.	MIS/ NCCCS	
	4.3.2.5. Public key infrastructure and digital certificates	A secure environment in which to function will be maintained.	MIS/ NCCCS	
	4.3.2.6. Remote access security standard.	A secure environment in which to function will be maintained.	MIS/ NCCCS	
	4.3.2.7. Network Document	A secure environment in which to function will be maintained.	MIS/ NCCCS	
	4.3.2.9. Virus protection standard with guidelines	A secure environment in which to function will be maintained.	MIS/ NCCCS	
	4.3.3. Maintain UNIX application security in conjunction with NCCCS/IIPS.	IT Audits will be utilized.	MIS/ NCCCS	
	4.3.3.2. Network vulnerabilities	A secure environment in which to function will be maintained.	MIS/ NCCCS	
	4.3.3.4. Operating System Access	A secure environment in which to function will be maintained	MIS/ NCCCS	
	4.3.3.5. System Monitoring	A secure environment in which to function will be maintained	MIS/ NCCCS	
	4.3.3.7. Software Updates	A secure environment in which to function will be maintained	MIS/ NCCCS	
	4.3.3.8. Backup Device Security	A secure environment in which to function will be maintained	MIS/ NCCCS	
	4.3.4 . Implement MIS Continuity Plan with the College's overall COOP Project.	IT Audits will be utilized.	MIS/ NCCCS/ COOP Committees	
	4.3.4.2. Identify all MIS services, tasks, deliveries required by the College.	IT Audits will be utilized.	MIS/ NCCCS/ COOP Committees	

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	4.3.4.3. Identify all MIS assets required to meet College requirements.	IT Audits will be utilized.	MIS/ NCCCS/ COOP Committees	
	4.3.4.4. Assess risks against assets and the impact of their loss on MIS deliveries.	IT Audits will be utilized.	MIS/ NCCCS/ COOP Committees	
<i>INSTITUTIONAL EFFECTIVENESS & ASSESSMENT</i>				
7	7.3. To strengthen the decision-making support system provided by Institutional Effectiveness and Assessment office.			
	7.3.1 Maintain the networked database (I-drive) allowing all networked users to have access to databases and applications stored in shared directories. 2009-2014 (Ongoing)	Databases will be kept up to date, including dual posting of items in both the I-Drive and Report-to-Web.	Institutional Effectiveness and Assessment Staff	
	7.3.1.1. Maintain a database of Board of Trustees' actions and policy decisions and post Board of Trustee minutes on the IEA Website for public disclosure. 2009-2014 (Ongoing)	Board of Trustee minutes will be saved on the I-Drive, Report-to-Web repository, and posted on the IEA Website within 40 days after board approval of the minutes.	Institutional Effectiveness and Assessment Staff/ Executive Council/ President	
	7.4.1 Design and implement student-related analysis by conducting on-line surveys related to classes/services offered at FTCC locations. 2009-2014 (Ongoing) Assessment Supported	A mixture of on-line and paper copy surveys will be used to ensure valid and reliable response rates. The IEA Director will make a determination of which method is likely to result in the highest response rate possible and ensure that method is used.	Director of Institutional Effectiveness and Assessment Data Management Technician (Surveys) Associate Vice President for Curriculum Programs Associate Vice President for Continuing Education	

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7	7.7 To keep abreast of changing technology and it's potential for improving the processes of teaching, learning and administration.			
	7.7.1 Maintain appropriate software and equipment to meet Institutional Effectiveness and Assessment office needs. 2009-2014 (Ongoing)	Software and hardware will be maintained for currency.	Institutional Effectiveness and Assessment Staff/ Director of Management Information Services (MIS)	
	7.7.1.1. Upgrade appropriate software. 2009-2014 (Ongoing)	Software and hardware will be maintained for currency.	Institutional Effectiveness and Assessment Staff/ Director of Management Information Services (MIS)	
	7.7.2. Purchase 2 Dell OptiPlex 745 Minitower Computer, and two flat-screen monitors to enhance survey tabulation and external report data collection efforts.	Will submit decision package for approval and seek funding.	Director of Institutional Effectiveness and Assessment/ IEA Senior Secretary	Estimated \$3000 for new mini-tower computer and accessories
7	7.8. To utilize appropriate technologies to provide and improve the Institutional Effectiveness and Assessment operations and services.			
	7.8.2 Design and implement an annual planning package to guide new faculty and staff through the planning process and look for bottlenecks within the process that can be solved. Recommend changes to resolve the bottlenecks and update the planning documents with the revised process(es). (2009-2014 Ongoing) (<i>Assessment supported</i>)	The Planning Guide will be updated annually, published on the IEA website and maintained throughout the year with periodic updates within the electronic planning guide.	Institutional Effectiveness and Assessment Staff/ QIP Committee	
BOTANICAL GARDEN				
5	5.1. To provide responsive, customer-oriented support for College operations at the Botanical Garden.			

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	5.1.6. Keep abreast of changing technology and its potential for improving the campus capabilities and processes. 2009-2014 (Ongoing)	Equipment decision packages for new technologies will be submitted.	Executive Director, Cape Fear Botanical Garden/ Vice President for Administrative Services	
	5.1.7. Maintain appropriate software and related equipment to meet the Botanical Gardens operational needs. 2009-2014 (Ongoing)	Equipment decision packages for new technologies will be submitted.	Executive Director, Cape Fear Botanical Garden	
<i>BUSINESS & FINANCE</i>				
4	4.1. Improve and provide additional services to students and employees.			
	4.1.1 Provide the option of web-based tuition payments. 2009-2014 (Ongoing)	The web-based tuition payment system was implemented in Summer 2008. Will continue to monitor and assess issues related to the system.	Vice President for Business and Finance/ Controller, Business and Finance/ Accounts Receivable Manager/ Director of Management Information Services (MIS)	
	4.1.2. Provide the option of web-based payments for Continuing Education Courses. 2009-2014 (Ongoing)	Implement web-based payments for Alive at 25.	Vice President for Business and Finance/ Controller/ Accounts Receivable Manager/ Director of Management Information Services (MIS)	
	4.1.3 Provide the option of web-based payments for short-term loans. 2009-2014 (Ongoing)	Will explore the option of web-based payments for short-term loans.	Vice President for Business and Finance/ Controller/ Accounts Receivable Manager/ Director of Management Information Services (MIS)	

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	4.1.7. Promote and maintain on-line benefit information to employees. 2009-2014 (Ongoing)	Completed conversion of current web-page to new software, Contribute, on April 15, 2009. Will continue to update information and assess.	Vice President for Business and Finance / Controller Employee Benefits Specialist	
	4.1.8 Implement distribution of departmental budget report via e-mail. 2009-2014 (Ongoing)	Will eliminate distribution of monthly hard copy departmental reports with email report through an enhancement of easy spooler.	Director of Budgets & Financial Systems / Director of Director of Management Information Services (MIS)	Easy Spooler add - on is \$1,600 plus a \$300 annual maintenance fee.
	4.2. Maximize efficiency and productivity within the office of Business and Finance.			
	4.2.4. Implement the use of electronic administrative forms such as travel, report of absence, requisitions, central supply requisition forms, etc. Explore the possibility of electronic approvals for these forms. 2009-2014 (Ongoing)	The Purchasing Department will implement on-line requisitions using a controlled group, the Facilities Department, during 2009. The other forms will be implemented via Colleague and other comparable software, periodically, as prepared.	Vice President for Business and Finance/ Controller/ Employee Benefits Specialist/ NCCCS Office	
	4.2.5. Explore the process of electronic/on-line transfer of payroll deductions to the benefits providers. 2009-2014 (ongoing)	Will discuss options available with benefits providers.	Vice President for Business and Finance/ Accounting Managers/ Accounting Specialist/ Accounts Technicians/ Director of Management Information Services (MIS)/ NCCCS Office	
	4.2.6. Monitor and maintain a plan to insure that all required computer/technology equipment meets minimum standards for each job. 2009-2014 (Ongoing)	Will maintain and review, semi-annually, the computer and equipment rotation plan.	Director of Budgets and Financial Systems	\$15,900.00

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	4.2.7. Implement the purchasing contract procurement card process. 2009-2014 (Ongoing)	Procurement cards will be used for limited purchases with a controlled group.	Vice President for Business & Finance/ Procurement Manager	
	4.2.13. Implement document imaging for Business and Finance Office eliminating hard copy storage and time. 2009-2011 (Short-Term)	Current imaging system will be integrated with CIS documents imaging. Microfiche and microfilm will be converted to digital imaging. The College will contract with a 3 rd Party to set-up the imaging system (with links to Datatel). An additional Account Technician position will be filled to manage this imaging.	Vice President for Business & Finance/ Accounting Managers/ Director of Management Information Services (MIS)	\$162,000.00 Equipment & Authorization \$38,506 Account Technician Position
	4.3. Ensure productivity, fiscal responsibility and accountability in the use of all funds.			
	4.3.3. Conduct workshops on various Business and Finance functions to include purchasing, travel, web advisor-budget inquiry on web advisor and E-Procurement. 2009-2014 (Ongoing)	G/L inquiry, Web Advisor and Budget Account Inquiry training will be conducted during faculty/staff workshops. Purchasing and Travel training will be conducted twice a year during new employee orientations.	Vice President for Business and Finance/ Controller/ Director of Budgets & Financial Systems/ Procurement Manager	
	4.3.7 Provide emergency safety equipment for Bookstore and Student Dining area staff. 2009-2014 (Short-Term)	Panic buttons will be installed in the Bookstore and Student Dining area.	Vice President for Business and Finance/ Property Control & Services Supervisor	
	4.3.8. Provide emergency safety equipment for Business and Finance staff. Provide an alternate form of contact to the Security Guards. 2009-2014 (Short-Term)	Panic buttons will be installed in the Cashiers and the Loans & Grants area.	Vice President for Business and Finance/ Property Control & Services Supervisor	\$3,000.00

HUMAN RESOURCES

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3	3.3 Maintain an expanded human resources management and information system within a database environment. The following records are maintained by this database: 2009-2014 (Ongoing) <ul style="list-style-type: none"> • Employee information • Records of recruitment efforts • New hires and initial placement by race and gender • Termination data by race and gender 	One hundred percent (100%) of database records will be maintained. Annual personnel summary will identify employee demographics and recruitment trends.	Vice President for Human Resources/ Executive Secretary/ Human Resources Analyst/ Records Clerk	
<i>INSTITUTIONAL ADVANCEMENT</i>				
6	6.3. Keep office equipment updated for improved efficiency.			
	6.3.1. Submission of an equipment decision package to purchase a new color printer.	Decision package submission	Vice President for Institutional Advancement / Marketing and Public Relations Assistant	TBD upon completion of the equipment decision package
<i>RESOURCE DEVELOPMENT</i>				
	6.4. To identify and seek grant sources to support institutional programs.			
	6.4.2 Apply to local, state, and federal agencies and private foundations for funds to enhance instructional programs.	An annual listing of grant awards will be maintained.	Vice President for Institutional Advancement and Staff	